CIMOR Level of Care (LOC) System

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MO Division of DD

Trina Cookson, State QE
Trina.cookson@dmh.mo.gov
573.406.6606

Acronyms

- CMS: Center for Medicare and Medicaid Services
- CIMOR: Customer Information Management Outcomes & Reporting
- LOC: Level of Care
- RO: Regional Office
- SC: Support Coordinator
- SCS: Support Coordinator Supervisor

Acronyms

- A.D.: Assistant Director (RO)
- TAC: Technical Assistant Coordinator (RO)
- ISP: Individual Support Plan
- DD: Division of Developmental Disability
- SB40: Senate Bill 40
- DCR: Data Central Reports

CMS
- Center for Medicare and Medicaid Services
  - Federal: Waiver application approval

MO HealthNet
- Missouri Medicaid
  - State: Waiver compliance oversight

DD
- Division of Developmental Disabilities
  - Waiver implementation & monitoring

Hierarchy

Agenda

- CMS LOC Requirements & Assurances

- Electronic LOC determination
  - Involves utilization of Customer Information Management Outcomes & Reporting (CIMOR)
  - Implementation July 1

- Updated LOC instruction sheet

- Overview of ISP Reviews

CMS Waiver Requirements

- Level of Care determination is required for all <u>new</u> applicants and <u>current</u> participants in the five waivers
  - If ineligible, the reason for ineligibility must be noted

- Completed annually / 365 days by a qualified Support Coordinator (SC)

- Regional Office staff determines final eligibility

CMS Waiver Requirements

▸ Level of Care (LOC) determination instrument is used to determine waiver eligibility

◦ An assessment of the individual is conducted prior to determination

- Adults: Missouri Critical Adaptive Behaviors Inventory (MOCABI)
- Children: Vineland or other age appropriate tool

CMS Waiver Requirements

▸ Level of Care Determination must document the following:

  ◦ individual has mental retardation or a related condition;

  ◦ limitations in 3 or more major life activities;

CMS Waiver Requirements

- Level of Care Determination must document the following (con't.):
  - individual needs continuous active treatment in one or more major life activities
  - Summary indicating without HCB waiver services the person would be eligible for ICF/MR services
    - MR – federal terminology

CMS Waiver

▸ Medicaid waiver goal is to provide services in the community instead of ICF/MR services

- Cost neutral

CMS Assurances

- An evaluation for LOC is provided to all applicants for whom there is reasonable indication services may be needed in the future.

- The LOCs of enrolled participants are reevaluated at least annually (365 days).

- The LOC processes and instruments described in the approved waiver are applied appropriately.

Directive & Instructions

➢It is the responsibility of the SC to complete the LOC in accordance with Directive 4.060 –Individual Support Plan Guidelines, Training and Reviews and the waiver application

➢LOC Instructions Updated

➢CIMOR LOC DETERMINATION posted

LOC Responsibilities

- Support Coordinators (SC)
  - Complete LOCs

- Support Coordinator Supervisors (SCS)
  - Approve LOCs

- RO Assistant Director / designee
  - Review LOCs to comply with waiver applications

Consumer Resources

▸ DD Private Support Coordinator Supervisor and DD Support Coordinator Supervisor added

	Name	Relationship	Employee	Practitioner	Primary	Emergency	From
View	Guardian, Test	Guardian	No	No	No	Yes	07/01/2011
View	Ben, Gentle	DD Provider Representative	Yes	No	No	No	08/01/2011
View	Duck, Daffy	DD RN	Yes	No	No	No	08/01/2011
View	Mouse, Mickey	DD Private Service Coordinator	No	No	No	No	08/01/2011
View	Pig, Porky	DD Private Service Coordinator Team Supervisor	Yes	No	No	No	08/01/2011

Consumer Resources

▸ Adding a supervisor and relationship
  ◦ Locate name → select

Consumer Resources

▸ Adding a supervisor and relationship
  ◦ Resource From Date: 01/01/2012
  ◦ Relationship: DD Private SC Team Supervisor (SB40)
    DD SC Team Supervisor (RO)

Add Consumer Resource: Staff and Interested Parties

⊘ Save   ⊘ Cance

Name	Duck, Daffy

DMH/Prov Employee Yes   **Practitioner** No   **Gender** Female

Organization Sample Contract Provider,

Resource From Date * 01/01/2012   **Resource To Date**

Primary Contact ☐ (Yes)   **Emergency Contact** ☐ (Yes)   **Support Level** ▼

Restriction ▼   **Instructions**

Relationship * DD Private Service Coordinator Team Supervi ▼   **From Date *** 01/01/2012   **To Date**   ⊕ Add

Relationship	From Date	To Date

Consumer Resources

▸ Adding a supervisor and relationship
  ◦ Add → Save
  ◦ Title & From Date appear in box

Add Consumer Resource: Staff and Interested Parties

⊘ Save   ⊘ Canc

Name	Duck, Daffy					
DMH/Prov Employee	Yes	**Practitioner**	No		**Gender**	Female
Organization	Sample Contract Provider,					

Resource From Date * 01/01/2012   **Resource To Date**

Primary Contact ☐ (Yes)   **Emergency Contact** ☐ (Yes)   **Support Level** ▼

Restriction   **Instructions**

Relationship * DD Private Service Coordinator Team Supervi ▼   **From Date *** 01/01/2012   **To Date**   ⊕ Add

Relationship	From Date	To Date		
DD Private Service Coordinator Team Supervisor	01/01/2012		Delete	Edit

Human Resources – Email

▶ Human Resources
  ◦ Enter supervisor's name
  ◦ Review email tab; add if not listed

CIMOR LOC Access – Private TCM

- Update (add/edit) accessibility automatically added to DD Private TCM Provider roles:
  - DD Private TCM Provider Regional Office User
  - DD TCM Provider Consumer and Services
- Therefore, TCM SC and SCS will not need to request role access separately as long as staff have one of the roles

CIMOR LOC Access – Private TCM

- If staff do not have one of the two roles then request thru CIMOR Access Request Application (ARA)
  - DD Private TCM Provider Regional Office User
  - DD TCM Provider Consumer and Services

CIMOR LOC Access – RO

▸ DMH Online
  ◦ CIMOR Access Request Application (ARA)
    • Existing User Change Request

DEPARTMENT OF
MENTAL
HEALTH

A ccess
R equest
A pplication

Welcome Trina C

List My Current Roles

List My Requests

New Request

Manage Your Profile

If you have received an email stating your access has been denied, please contact your Local Security Officer before calling the Help Desk.

CIMOR LOC Access – RO

- Select Add
  - Level of Care Determination Update
    - SC
    - SCS
    - A.D.
    - TAC
  - Level of Care Determination View
    - UR
    - QE
    - State QE
    - Federal Programs Unit

CIMOR LOC

➤ Current LOC Episode of Care page will end

➤ LOC history available thru DCR

➤ http://datacentralreports.dmh.state.mo.us/

CIMOR LOC

➤ Accessing CIMOR LOC
  ➤ Select individual in services
    ➤ Screenings
      ➤ LOC tab

CIMOR LOC

➢ New page implementing July 1

Auto Populated Fields

- Individual name
- Individual DMH ID
- Support Coordinator (SC)
- Support Coordinator Supervisor (SCS)
- Authorizing Organization
- Determination Date
- Diagnosis
- Section II. B. defaults to 'yes'
- Section IV defaults to 'case record'

Instructional Text Boxes

▸ Appear when hovering over fields.

Add Level Of Care Determination

A Consumer Resource for Team Supervisor is required before Adding.

⊘ Save

Evaluation of need for an ICF-MR Level of Care and Eligibillity for the DD Waiver

Consumer Mouse, Minnie M

DMHID 1

Determination Type: ◯ Initial ◯ Redetermination ◯ Significant Change

Determination Date 05/21/2012

INITIAL: This is the first time the person has been evaluated for ICF/MR LOC to determine eligibility for an initial waiver slot. REDETERMINATION: Individual has been participating in the waiver. SIGNIFICANT CHANGE: Mid-year determination due to an individual's change in need.

Service Coordinator Mi...

ting Org Hannibal Regional Office

The purpose of this ev... in an ICF-MR and if so, w... Waiver for persons wit...

...t the above named person has a need for the level of care ...not provided services under Missouri's Home and Comm...

System Features

➢Assessment Type
  ➢Options are dependant upon person's age
    ➢MOCABI: age 19 and older
    ➢Vineland or Other: age 16 and younger
    ➢MOCABI, Vineland or Other: ages 17 & 18

System Features

➢Assessment/Evaluation Comment box

➢Other assessment tool(s) details

➢If ineligible, reason for ineligibility

➢If determination was >365 days reason for delay and plan of action to prevent future occurrences

➢Submitted to MO HealthNet

System Features

➢ Section II.B. Continuous Active Treatment Program

   ➢ If yes, system requires at least one limitation be checked

      ➢ If Other is selected system requires data entry in field box

   ➢ If no, system deactivates remaining fields

      ➢ Allows for Team Supervisor and RO signature

System Features

➢ Section III. ICF/MR Support Needs
  ➢ If either yes or no checked, system requires data entry in field box
    ➢ If no is checked system indicates person ineligible in red text

III. Is there a reasonable indication, based on your observation and assessment of this person's physical, mental, and environmenta condition, this individual has needs that could be met with ICF/MR services unless provided home and community based services un waiver?

  ○ Yes ◉ No   This consumer has been determined ineligible for the ICF/MR Waiver.

Summarize the information that supports the above conclusion:

➢ Once all fields complete select SAVE

System Features

➢ If determination is incomplete red text notification appears at the top and system will not save

➢ Team Supervisor must be added to Consumer Resources in order for LOC to successfully save

Add Level Of Care Determination

III - A Comment must be entered when 'Yes or No' is indicated

Save

Printing Option

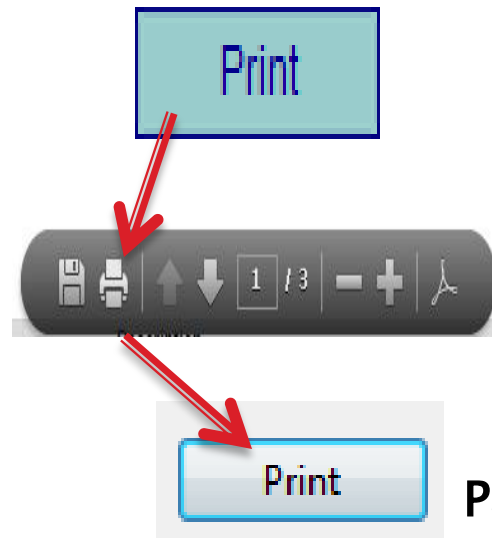➤ Once successfully saved Print button appears

View Level Of Care Determination

Print   ⊘ Edit

Evaluation of need for an ICF-MR Level of
Care and Eligibillity for the DD Waiver   **Consumer** Mouse, Minnie M

Determination Type: ⦿ Initial   ○ Redetermination   ○ Significant Change   **Determination Date**

➤ Option to print

Print

Print

Page Size & Handling: *Fit

Support Coordinator Supervisor Signature

- Once Support Coordinator selects SAVE an email is automatically generated to Support Coordinator Supervisor
  - Anytime SAVE is selected the Team Supervisor receives an email
    - If reviewing only / no changes select CANCEL

Support Coordinator Supervisor Signature

➢ Upon receipt of email, SCS reviews LOC
  ➢ CIMOR
    ➢ Screenings
    ➢ LOC tab
      ➢ View current LOC determination → Edit
        ➢ If incorrect, SC notified by SCS
        ➢ If correct, SCS enters date in Date Reviewed field

TEAM SUPERVISOR (Regional Office or Other TCM   Porky Pig

Provider) (This states that appropriate tool was used)   Date Reviewed

Waiver Requirement

➢ As the operating agency for the waivers, DMH DD staff must approve LOC's completed by other TCM entities

  ➢ RO approval indicates:

    ➢ All LOC CIMOR information is complete
    ➢ Based on LOC CIMOR information provided the person is eligible for the waiver

RO Report

➢ Each Monday a report will be sent to Regional Office Assistant Directors
  - ➢ List ALL LOCs with a Team Supervisor signature date
    - ➢ RO review required for other TCM entities

❖ Regional Office Approval of Determination signature field
  - ❖ Due to report compilation and information submitted to MO HealthNet on CMS LOC assurances the signature field must be completed on ALL LOCs

RO Signature

➢ Upon receipt of report, A.D. / designee reviews LOC

   ➢ CIMOR

   ➢ Screenings

   ➢ LOC tab

      ➢ View current LOC determination → Edit

         ➢ If incorrect, SCS notified by RO

         ➢ If correct, RO staff enters date in Date Completed field

REGIONAL OFFICE APPROVAL OF DETERMINATION (For other TCM Providers) | Fiddler Pig | Date Completed | 04/20

Edit Mode

➢Update all fields except:
  ➢Determination Type
  ➢Determination Date
  ➢If either of these are incorrect then must be deleted
    ➢Contact Trina @ 573.406.6606 or Trina.Cookson@dmh.mo.gov

Edit Mode

➤ If update II.B. Active Treatment Program from "yes" to a "no" this will clear out Limitation field information
  ➤ Also automatically change III. ICF/MR services to a "no" and clear out text box field
  ➤ If update is correct select SAVE but if incorrect select CANCEL

Notifications

- Data Central Reports to track LOCs due
  - SC completes LOC determination in CIMOR

- SCS notified via email when SC saves LOC determination
  - SCS approves LOC

- RO Assistant Director will receive a weekly report based on SCS review date
  - First report emailed July 9

Monitoring LOC in CIMOR

- *LOC Due or Expired* Report available on Data Central Reports (DCR)
  http://datacentralreports.dmh.state.mo.us/Default.aspx
  - Lists LOCs due in the current month or coming due in the following month, e.g., a report ran in February will show LOCs due in February and March
  - Lists LOCs which have expired (CIMOR indicates the last LOC was completed more than 365 days ago).

LOC Completed	• Completed by SC annually / 365 days
LOC Reviewed by SCS	• SCS receives an email when SC saves LOC
LOC Reviewed by RO	• A.D. will receive a weekly report

LOC Sequence of Events